



INTACT

**AUTHORIZED FEDERAL ACQUISITION SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST**

**GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
SOFTWARE AND PROFESSIONAL SERVICES**

INTACT Technology, Inc.

9111 Edmonston Road, Suite 300
Greenbelt, MD 20770

(301) 429-1923 Direct

(202) 318-1439 Fax

SBA Certified SDB Veteran Owned

www.intact-tech.com

Contract Number: GS-35F-0414R

Period Covered by Contract: March 15, 2015 through March 14, 2020

General Services Administration Federal Supply Service

Special Item No. 132-33

Special Item No. 132-51

SIN. 132-33 - PERPETUAL SOFTWARE LICENSES

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Product information and Pricelist for SIN 132-33 is available on GSA Advantage!

Intact Technology, Inc. is an approved IT Manufacturer reseller for Hewlett Packard Software and Support

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

**Products and ordering information in this Authorized FSS Information Technology Schedule
Pricelist are**

**also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by
accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>**

CUSTOMER INFORMATION

- 1a. Table of awarded Special Item Numbers (SINs):

<u>SIN #</u>	<u>SIN Title</u>
132-33	PERPETUAL SOFTWARE LICENSES
132-51	INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

- 1b. Identification of the lowest priced service for each special item number awarded in the contract.

<u>SIN #</u>	<u>Model</u>	<u>Price</u>
132-33	T8416AA	.01

2. Maximum order for each SIN:

<u>SIN#</u>	<u>MAXIMUM ORDER</u>
132-33	\$ 500,000
132-51	\$ 500,000

3. Minimum order: \$100
4. Geographic coverage (delivery area): domestic only
5. Point(s) of production: See attached pricelist
6. Discount from list prices or statement of net price: Prices shown are NET prices
7. Quantity discounts: none
8. Prompt payment terms: Net 30 days
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. Yes
10. Foreign items: See attached spreadsheet
- 11a. Time of delivery: 30 days ARO
- 11b. Expedited delivery: contact vendor
- 11c. Overnight and 2-day delivery: contact vendor
- 11d. Urgent requirements: contact vendor
12. F.O.B. point(s): Destination
- 13a. Ordering address(es):

INTACT Technology, Inc.
9111 Edmonston Road
Suite 300
Greenbelt, MD 20770
301.429.1923 Office
202.315.3355 Fax

- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on

blanket purchase agreements (BPA's), and a sample BPA can be found at the GSA/FSS schedule homepage (www.fss.gsa.gov/schedules).

14. Payment address:

INTACT Technology, Inc.
9111 Edmonston Road
Suite 300
Greenbelt, MD 20770
301.429.1923 Office
202.315.3355 Fax

- 15. Warranty provision: standard commercial warranty**
- 16. Export packing charges: not applicable**
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): none**
- 18. Terms and conditions of rental maintenance, and repair: not applicable**
- 19. Terms and conditions of installation: not applicable**
- 20. Terms and conditions of repair parts: not applicable**
- 20a. Terms and conditions for any other services: not applicable**
- 21. List of service and distribution points: not applicable**
- 22. List of participating dealers: not applicable**
- 23. Preventative maintenance: not applicable**
- 24a. Special attributes such as environmental attributes: not applicable**
- 24b. Section 508 compliance: not applicable**
- 25. Data Universal Number System (DUNS) number: 008445397**
- 26. Notification regarding registration in the System for Award Management (SAM) database. Yes**
- 27. Company's policy regarding uncompensated overtime. Not applicable**

TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 301-429-1923 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8 AM Eastern Time to 5 PM Eastern Time

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type) :

 X 1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

2. Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. NOT APPLICABLE

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE - NOT APPLICABLE

8. TERM LICENSE CESSATION - NOT APPLICABLE

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
- (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity

public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33) Software conversions are not available under the scope of this contract.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

Right to copy is limited solely for the purpose of system backup.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)
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******NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.**

Intact implements transformational IT Operations Management solutions focused on helping customers execute their vision and get credit for the value they create.

As an organization we believe we can make a difference and help you consistently create value. From our perspective, being on-time, on-budget, and on-deliverable doesn't always mean success. We execute and focus on what matters, people and effective communication.

We take time to listen to your unique story and the challenges you face. We work together to build a strong strategy to help you solve your IT Operations problems and positively impact your organization.

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS □ COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I □ □ OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Intact Technology, Inc. FSS Price List:

Effective January 2004

SIN	Labor Category	GSA Rate
132-51	Senior Programmer	\$ 146.40
132-51	Senior Application Developer	\$ 146.40
132-51	Application Developer	\$ 152.00
132-51	Senior Systems Analyst	\$ 160.00
132-51	Senior Project Manager	\$ 146.40
132-51	Web Programmer	\$ 146.40
132-51	Web Content Specialist	\$ 146.40
132-51	Internet Systems Programmer	\$ 132.00
132-51	Intact Technology Consultant Level 2	\$ 140.00
132-51	Intact Technology Consultant Level 3	\$ 176.00
132-51	Intact Technology Consultant Level 4	\$ 200.00
132-51	Intact Technology Consultant Level 5	\$ 220.00
132-51	Intact Project/Program Manager Level 3	\$ 176.00
132-51	Intact Project/Program Manager Level 4	\$ 200.00
132-51	Intact Systems Architect Level 4	\$ 212.00
132-51	Intact Engagement Manager Level 4	\$ 176.00
132-51	Intact Practice Principal Level 6	\$ 248.00
132-51	Admin and Tech Support	\$ 63.00

NOTE: The above discounted prices reflect costs that Intact Technology, Inc. will charge to agencies of the Federal supply Schedule for SIN 132-51. These rates prices are all inclusive and Intact Technology, Inc. agrees to remit to GSA all Applicable IFF of all sales. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.401 (d)

CONTRACTOR'S INFORMATION TECHNOLOGY LABOR CATEGORY DESCRIPTIONS

Senior Programmer

Minimum /General Experience: Five + years of programming experience in tool/application/language to be utilized. Excellent communications skills and ability to effectively lead a technical team.

Functional Responsibility: This resource will be the primary owner, creator, designer, tester, integrator of assigned programmatic assignments within a given engagement. This resource will be involved in defining the solution architecture, design and any required integration events. Additionally, will provide technical expertise, mentoring and some oversight for other engagement members as appropriate. Programmatic skills could include any of the following: C, C++, Java, JavaScript, Jscript, Perl, HTML, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Senior Application Developer

Minimum /General Experience: Five + years of developer experience in tool/application/language to be utilized. Excellent communications skills and ability to effectively lead a technical team.

Functional Responsibility: This resource will have primary responsibility for obtaining, validating and documenting solution requirements. This resource will have the responsibility in defining the solution architecture, design and integration events. This resource will be the primary owner, creator, designer, tester, integrator of assigned programmatic and application development assignments within a given engagement. Additionally, will provide technical expertise, mentoring and some oversight for other engagement members as appropriate. Programmatic skills could include any of the following: C, C++, Java, VB-Script, Jscript, JavaScript, PL/SQL, SQL and appropriate derivatives, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Senior Project Manager

Minimum /General Experience: Five + years of experience in managing projects. Will have some business experience. Excellent communication and presentation skills and be Project Management Institute (PMI) certified.

Functional Responsibility: This resource will own the planning, directing and execution of assigned projects/programs involving IT hardware, software and/or services. This resource will manage the project/program budgets, resources, requirements, design, quality, risk and communication.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Senior Systems Analyst

Minimum /General Experience: Five + years of experience in tool/system to be utilized. Excellent communication skills and ability to effectively lead a team. Excellent analytical skills and certified in utilized tool/system

Functional Responsibility: This resource will have primary responsibility for assessing business process, data, technology and other organizational factors in defining current system state and the

gap to be overcome in achieving the desired future state. This resource will have primary responsibility for obtaining, validating and documenting solution requirements. Will have responsibility of the defining the solution architecture, design and any required integration events. This resource will be the key communicator, supporting expert and agent of change.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Internet Systems Programmer

Minimum /General Experience: Four + years working with internet technologies/systems/tools. Good communication and documentation skills. Will have higher education specific to Internet Programming.

Functional Responsibility: This resource will have the primary responsibility for obtaining, validating and documenting internet solution requirements. This resource will have primary responsibility in defining the internet solution architecture, design and any required integration events. This resource will be the primary owner, creator, designer, tester, integrator of assigned internet programmatic development assignments within a given engagement. Additionally, will provide technical expertise, mentoring and some oversight for other engagement members as appropriate. Programmatic skills could include any of the following: Cold Fusion, Active Server Pages, Java Server Pages, Perl, C, VB-Script, HTML, XML, JavaScript, PL/SQL, C++, Java, Jscript, SQL and appropriate derivatives, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Application Developer

Minimum /General Experience: Three + years of developer experience in tool/application/language to be utilized. Good communication and documentation skills and ability to effectively lead a technical team. Strong understanding of the application flow process.

Functional Responsibility: This resource will assist and perform the assigned role and tasks in obtaining, validating and documenting solution requirements. This resource will also perform the assigned roles and tasks in defining the solution architecture, design and any required integration events. Additionally, will also perform the assigned role and tasks in programmatic and application development assignments within a given engagement. Programmatic skills could include any of the following: C, C++, Java, VB-Script, Jscript, JavaScript, PL/SQL, SQL and appropriate derivatives, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Web Programmer

Minimum /General Experience: Three + years of web development experience with two – three different languages/tools. Good communication and documentation skills. Certified in web development tool

Functional Responsibility: This resource will have the primary responsibility for obtaining, validating and documenting web solution requirements. This resource will have primary responsibility in defining the web solution architecture, design and any required integration events. This resource will be the primary owner, creator, designer, tester, integrator of assigned internet programmatic development assignments within a given engagement. Additionally, will provide technical expertise, mentoring and some oversight for other engagement members as appropriate. Programmatic skills could include any of the following: Cold Fusion, Active Server

Pages, Java Server Pages, Perl, C, VB-Script, HTML, XML, JavaScript, PL/SQL, C++, Java, Jscript, SQL and appropriate derivatives, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Web Content Specialist

Minimum /General Experience: Three + years web development experience from a business/content perspective. Good communication and documentation skills and extremely detailed oriented. Certified in web development tool

Functional Responsibility: This resource will have primary responsibility for creating, designing, testing and integrating assigned web content development assignments within a given engagement to include intuitive flow and appropriate metaphor standards. Programmatic skills could include any of the following: Cold Fusion, Active Server Pages, Java Server Pages, Perl, C, VB-Script, HTML, XML, JavaScript, PL/SQL, C++, Java, Jscript, SQL and appropriate derivatives, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Business, Engineering or other related technical discipline.

Intact Technology Consultant Level 2

Minimum /General Experience: Provides highly developed analytical skills and expertise relating to information system design, development and systems management, as well as technical management skills for team leadership. Senior-level technical and project management skills with extensive industry and discipline experience. Has successfully led large complex engagements for a number of clients with similar systems integration requirements. A technology Consultant 2 has the skills required to work independently on large engagements/programs to assess and architect specific solutions, or as a senior member of a team as assigned by the engagement/program manager.

Functional Responsibility: Consults on program activities that include one or more of the following requirements: Involvement with specialized applications such as: real-time applications, high availability, information systems, infrastructure management, automation, information management and transaction processing; Specification of application and system software development using high-level languages, operating system services, real-time executables, transaction processing monitors, and databases; Technical design and definition of databases and transaction processing implementations; Specification of detailed system designs from functional specifications (systems can include multiple sub-systems). Technical project leadership of teams to schedule; Knowledge of project and team programming; including the setting of team/project programming standards; Software configuration control and implementation expertise for major implementations.

Minimum Education: Typically 3-5 years of professional experience including 1-3 years in the design, development and implementation of IT solutions in related technical areas. Possesses specialized industry-specific expertise in computer technologies such as user interfaces, infrastructure management, information management or transaction processing.

Intact Technology Consultant Level 3

Minimum /General Experience: Provides specialized analysis to clearly define problem statements, identify options and recommend courses of action under the direction of a project manager. Technology Consultant 3 provides information systems development and planning for changes that have many

intricacies or widespread ramifications in the planning, design, and implementation of a customer solution.

Functional Responsibility: Works as a team member under general supervision on assigned segments of a small-sized engagement, or elements of a medium-sized project/program: Provides close technical support and input on the application of technology to a defined business segment. Advises on solution and integration opportunities of applications on Information Technology to defined segments. Provides leadership on solution and integration activities that constitute part of an engagement. Provides planning and design support for the development of solution architectures that will be implemented in a multiple system environment.

Minimum Education: Typically 5-7 years of professional experience including 3-5 years in the design, development and implementation of IT solutions in related technical areas. Possesses specialized industry-specific expertise in computer technologies such as user interfaces, infrastructure management, information management or transaction processing. Has successfully applied project management techniques in a variety of customer solutions and is well versed in the methodologies, tools and techniques required to successfully deliver committed results.

Intact Technology Consultant Level 4

Minimum /General Experience: Provides advanced analysis to clearly define problem statements, identify options and sets courses of action under the direction of a project manager. Technology Consultant 4 also provides information systems development and planning for changes that have many intricacies or widespread ramifications in the planning, design, and implementation of a customer solution.

Functional Responsibility: Works independently or as a team member under limited supervision on medium-sized engagements or elements of medium to large projects/programs: Develops customer technology solutions using various industry products and technologies. Coordinates Implementation of new installations, designs, and migrations for technology solutions in one of the following work domains: networks, applications or platforms. Provides advanced technical consulting and advice to others on proposal writing, solution design, system management, tuning and modification of solutions. Collects and determines data from appropriate sources to assist in determining customer needs and requirements. Responds to requests for technical information from customers. Engages in technical problem solving across multiple technologies; often needs to develop new methods to apply to the situation. May deal with complex problems caused by remote locations and competitive scenarios.

Minimum Education: Typically 4-8 years of professional experience including 3 years in the design, development and implementation of IT solutions in related technical areas. Has advanced skills in project management, planning, problem solving, analysis, communication, scheduling and negotiation. Regularly engages in technical problem solving across multiple technologies.

Intact Technology Consultant Level 5

Minimum /General Experience: Provides senior level technical direction and support across multiple application and technical platform areas. Has a proven record in successfully delivering major complex technical solutions for Fortune 500 companies and Federal Agencies. Regularly engages in advanced problem solving across multiple technologies.

Functional Responsibility: Provides the technical direction required to resolve complex issues to ensure the on-time delivery of solutions that meet customer expectations. May need to develop new methods to apply to situations.

Minimum Education: Typically at least 10+ years professional experience including 5+ years in the leadership of successful customer engagements or equivalent experience. Has state-of-the-art

knowledge and skills to provide leadership to other technical consultants related to understanding key technologies and their applications. Has achieved industry recognition for technical leadership. Has the ability to broaden and deepen the technical knowledge and direction required resolving complex customer business problems. Keeps current on future industry technology issues and trends and applies that knowledge to the design of customer-specific solutions. Has served as a corporate expert on technical issues for cross-functional and cross- geographic engagements.

Intact Project/Program Manager Level 3

Minimum /General Experience: Responsible for insuring that customer needs are satisfied by providing successful planning, control, and management of project/program deliverables. The incumbent is responsible for the overall project/program plan, budget, structure, schedule and staffing requirements. Manages the efforts of team members and third-party vendors.

Functional Responsibility: Manages the integration and or development and delivery of deliverables directly to the customer, or in support of a major enterprise-wide project/program: Manages team members in the development of the preliminary project/program plan, including: defining the scope and quality of the work involved; managing the estimating process; developing the project schedule; identifying project risks and contingencies; producing the project/program budget baseline. Obtains all necessary commitment, both internal and third party for project/program deliverables. Leads the presentation of all project/program plans and change orders internally to Digital and to the customer; obtains sign-off from customer and Intact service delivery management on appropriate project/program documents. Reports on project/program status and progress against the project/program plan; establishes action plans to correct any deviation from project/program plan. Understands individual, group, and organizational response to changes which the project/program may produce; uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices.

Minimum Education: Has successfully managed small to medium projects or components of larger projects. A Project Manager 3 has had prior industry experience on projects of a similar nature, and has proven organization, communication and teaming skills required to meet project commitments successfully. Additional skills are: Managing team members in the development of the preliminary project/program plan. Understanding individual, group, and organizational response to changes which the project/program may produce. Using specific concepts and techniques for planning and managing the implementation of change.

Intact Project/Program Manager Level 4

Minimum /General Experience: A Project/Program Manager 4 is directly accountable for an assigned project

Functional Responsibility: Manages project start-up activities including: Confirming project resource commitments; Defining cost-center structure for the project as required; Establishing work authorization plans; Reviewing project milestones; Finalizing third party contracts. Ensures establishment of procedures for time and expense reporting, Contract and subcontract administration, change control and project configuration control, progress and status reporting, Adherence to non-disclosure agreements. Manages other project managers, functional managers, and project leaders in the development of the preliminary project plan, including: Defining the scope and quality of the work involved in the project; Managing the estimating process; Developing the project schedule; Identifying project risks and contingencies; Producing the project budget baseline. Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/account team in developing a pricing strategy. Manages the project change control process: Ensures proper analysis of all change requests, including impact

on scope, cost, quality, schedule, and technical feasibility; Makes recommendations to change requester on change implementation. Ensures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Manages the project configuration control process. Reports on project/program status and progress against the project/program plan; establishes action plans to correct any deviation from project/program plan. Understands individual, group, and organizational response to changes which the project/program may produce; uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices.

Minimum Education: Has professional-level project management skills appropriate for the assigned project. A Project/Program Manager 4 has successfully planned, controlled and managed multi-functional projects that span more than one geography, with a medium level of complexity; are time-limited, budget-limited, deliverable- oriented, major customer projects requiring the commitment of varied skills and resources; may have included other project managers, administrative support resources and third party vendor deliverables. Additional skills required to manage complex projects in a customer environment including: Managing project start-up activities Managing other project managers, functional managers, and project leaders in the development of the preliminary project plan. Managing the project change and configuration control processes. Understanding individual, group, and organizational response to changes that the project/program may produce. Using specific concepts and techniques for planning and managing the implementation of change.

Intact Engagement Manager Level 4

Minimum /General Experience: Directly accountable for an assigned project. Typically manages project managers, functional managers, and project leaders in the development of the preliminary project plan, including defining the scope and quality of the work involved in the project; managing the estimating process; developing the project schedule; identifying project risks and contingencies; and producing the project budget baseline.

Functional Responsibility: Engages in the highest level of technical problem solving across multiple technologies: Handles program responsibilities including: Implementation planning, technical quality, budgetary management, managing the project to schedule, reducing overall risk, and ensuring compliance with customer requirements and project commitments. Managing project start-up activities, including confirming project resource commitments; defining cost-center structure for the project as required; establishing work authorization plans; reviewing project milestones; finalizing third-party contracts. Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. Managing the project change-control process. Ensures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Manages the project configuration control process. Reporting on project/program status and progress against the project/program plan. Establishes action plans to correct any deviation from project/program plan. Understanding individual, group, and organizational response to changes which the project/program may produce. Uses specific concepts and techniques for Obtaining all necessary commitments, both internal and third party, for delivery of the project.

Minimum Education: Typically 4-8 years experience delivering large complex IT projects to multiple customers simultaneously. Has Practice and Industry specific skills required to manage multifunctional programs that span more than one geography with a medium level of complexity. An Engagement Manager has successfully planned, controlled and managed major customer projects that require the

commitment of varied skills and resources, and that may have included other project managers, administrative support resources and third-party vendor deliverables. Has additional skills required to manage complex projects in a customer environment, including: Managing project start-up activities. Managing the project change control process. Reporting on project/program status and progress against the project/program plan. Understanding individual, group, and organizational response to changes which the project/program may produce. An Engagement Manager is recognized as a service delivery expert who has the ability to provide focused leadership for the engagement.

Intact Systems Architect Level 4

Minimum /General Experience: The Systems Architect 4 supports the development of technical strategies and architectures for systems - wide practice solutions and provides technical leadership for a segment of large projects using elements of best practice models and methods at a systems level (department, workgroup and other segment of an enterprise). Provides technical skills necessary to help develop and document architecture strategies and standards. Interacts with senior management within the department, workgroup or other segment of the enterprise.

Functional Responsibility: Leads team members, third parties, and technology counterparts in organization in the implementation of architecture solutions at a systems level. Uses knowledge of industry, technology, applications, and services to assure overall quality of solution and related services (i.e., training, support, etc.): Builds rapport, confidence and trust within organization; Represents Intact as a premier solution provider and vested partner. Is responsible for reviewing and documenting solutions after completion of project and presenting results to senior management; Provides expertise on IT issues and trends between Intact and customer; develops and recommends solutions and strategies for technical solutions within a department, workgroup or other segment of the enterprise based on customer business goals; Conducts customer system - wide technical needs analysis; researches, analyzes and evaluates existing systems infrastructure; Assists in the development of proposal and bid strategies that are visible due to their size, impact, and strategic value to the corporation within assigned systems area; Reviews completed proposals for technical integrity, high quality and consistency within a well-defined segment of the enterprise architecture; Facilitates knowledge transfer on an individual and organizational basis between Intact and the customer. Coordinates with project/program manager to achieve timely delivery of effective and profitable solutions within area of project responsibility; applies advanced processes such as project/program management techniques and organizational development throughout the architecture process. Resolves problems that are tactical in nature and supports customer throughout the solution and implementation process. Keeps current on future industry, practice and technology issues and trends within their area of expertise and applies that knowledge to identify emerging market trends.

Minimum Education: Typically 4-8 years of professional experience including 4 years in consulting leadership, system engineering, line management or project management. The Solution Architect 3 has had extensive cross-industry experience in delivering complex solutions. Engages in basic technical problem solving across multiple technologies. Often needs to develop new methods to apply to the situation.

Intact Practice Principal Level 6

Minimum /General Experience: An Engagement Manager/Practice Principal 2 is responsible for a practice or industry segment or resource group, across multiple geographies that deliver customer solutions in a specific discipline area. Is accountable for ensuring that the consulting services provided to clients meet the highest technical standards and are delivered to customer defined requirements.

Functional Responsibility: Applies skills in managing complex projects as follows: Manages other project managers and functional managers in the development of the preliminary project plan,

including: defining the scope and quality of the work involved in the project; managing the estimating process; developing the project schedule; identifying project risks and contingencies; producing the project budget baseline. Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/ account team in developing a pricing strategy. Manages the development of the final project plan upon completion of negotiations with the customer. Manages project start-up activities including: confirming project resource commitments; defining cost-center structure for the project as required; establishing work authorization plans; reviewing project milestones; finalizing third party contracts. Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. Manages project implementation. Accountable for project schedule, budget, quality and customer satisfaction. Acts as the primary interface between Intact and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost and schedule data; takes corrective action, implements contingency plans, and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign-off on appropriate project documents. Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process. Understands individual, group, and organizational response to changes that the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices. Serves as a corporate expert in a specific Practice or Industry.

Minimum Education: Typically has 10+ years experience in managing large, complex engagements, including the management of top-level information technology consulting talent. Has successfully managed multi-functional projects that span more than one geography with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables. Additional skills required to manage complex projects in a customer environment including; Managing other project managers and functional managers. Managing the development of the final project plan upon completion of negotiations with the customer. Managing project implementation. Managing the project change control process. Understanding individual, group, and organizational response to changes that the project/program may produce. A Practice Principal is recognized as a industry expert who has the ability to provide focused leadership for the engagement.

Admin and Tech Support

Minimum /General Experience: Admin & Tech Support personnel provide service in areas such as: word processing, scheduling, code library maintenance, document preparation, and other related administrative and basic technical activities.

Functional Responsibility: Word Processing Scheduling, Document preparation, Code library maintenance, Similar administrative and clerical activities. Support resources work under the direct supervision of a consultant or project manager and have typically worked in a support role on other customer projects.

Minimum Education: High School Diploma